***Resume of: Isaac Fiuza***

***707 W Mackinac Dr Apt 10U***

***Salt Lake City, Utah 84123***

[***Fiuzaisaac@gmail.com***](mailto:Fiuzaisaac@gmail.com)

***(801)979-4813***

**SKILLS**

* Fluent in Spanish and Portuguese
* Competent in Microsoft Word and Excel
* Proficient in accurate record keeping
* Proficient in customer service
* Proficient in Html, CSS.
* Intermediate Javascript
* Intermediate French

**EXPERIENCE**

**Dell Emc 2017 – Present**

**Schedule and Dispatch**

* English, Spanish, and Portuguese Customer Service
* Support for Customers and Engineers of Dell EMC
* Escalations as needed
* Documentation of calls and follow up.
* Scheduling technicians to resolve issues for end users
* Calendar coordination

**Fiuza Motors, LLC 2007 – 2017**

**Car Buyer**

* Purchase dealership inventory through online auctions
* Maintain inventory records with Microsoft Excel
* Extensive reporting/Data Entry

**Finance Manager**

* Maintained records for dealership inventory, car sales (averaging 60 sales per month), and customers with DealerTrack software
* Promoted to Car Buyer while this position.
* Extensive reporting/Data Entry
* responsible for soliciting copies of F&I dealership forms from states and dealer vendors.

**Salesman**

* Assisted customers with purchases
* Used DealerTrack to manage customer information
* Promoted to Finance Manager while in this position.
* Extensive Reporting/Data Entry

**ARUP Laboratories 2006 – 2007**

**Technician**

* Entered data into laboratory’s systems
* Prepared lab specimens
* Interfaced with other labs via phone regarding handling of specimens

**RLS-Reliable Logistic Services 2005 – 2006**

**Driver**

* Delivered parts for Larry H. Miller Ford parts warehouse
* Collected money from customers

**Discover Financial Services 2004 – 2005**

**Account Manager**

* Handled a high volume of customer service calls daily in Spanish and English
* Resolved customer account issues
* Sold Discover services to customers during service calls

**ACS-Affiliated Computer Services 2003 – 2004**

**Nextel Boost-mobile Customer Service Rep**

* Assisted customers in English and Spanish
* Activated mobile phones
* Resolved network issues

**EDUCATION**

**Salt Lake Community College 2015**

Associate of Science

*Computer Science and Information Systems:*

Studied software development (Java language) and Computer Essentials (Microsoft Office, Linux, MySQL, HTML, PHP, JavaScript)

**University of Utah Coding Camp. (Full Stack) 2019**

Web developer program

Currently enrolled. Will graduate in October.

Working with HTML , CSS , Javascript.